

Reynolds Army Community Hospital



Access to Health Care Guide

2004-2005

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Welcome to Fort Sill and Reynolds Army Community Hospital (RACH). The hospital staff and I look forward to assisting you, and your family, with all of your health care needs.

This health care guide is designed to provide a glimpse at the state-of-the-art medical care offered at Reynolds to active-duty and retired soldiers and their family members. In it, you'll find important information about services offered, hours of operation, and contact information to our many health care clinics and services. We're proud of each of these!

Reynolds participates in the Department of Defense's managed care program called TRICARE. TRICARE Prime enrollment is mandatory for active duty soldiers only. Prime enrollment is important since Prime enrollees have priority access to care at Reynolds and are assigned a Primary Care Manager (PCM) at the hospital. Those not enrolled in Prime will not be assigned to a PCM and will not be able to access routine primary health care at Reynolds. To enroll in TRICARE, please visit the TRICARE Service Center (TSC) located on the first floor of Reynolds near the South entrance.

The entire staff of Reynolds Army Community Hospital looks forward to serving you. We are continuously working to improve our service to ensure you get the care you need in the environment that you deserve. If there is anything we can do to make your health care experience better, please contact the hospital Patient Representative at (580) 458-2390/2389 or myself at (580) 458-3000.

GAIL E. FORD
COL, AN
Commanding

Chapter 1: Frequently Asked Questions

1. I am new to Fort Sill. How do I obtain medical care?

There are two things you must do before obtaining medical care. First, you must update your status in DEERS (Defense Enrollment Eligibility Recording System). Second, you must enroll in TRICARE Prime. You may enroll at the TRICARE Service Center or online at www.humana-military.com. TRICARE Prime enrollment is mandatory for active duty soldiers and voluntary for family members and retirees. You must take action to enroll. Active duty soldiers should enroll within one week of unit assignment.

2. What is a Primary Care Manager (PCM)?

After you complete TRICARE enrollment you will receive a letter notifying you of your assigned Primary Care Manager. A PCM is a healthcare provider who provides for your healthcare needs and coordinates specialty care as needed. If you do not receive notification of your assigned PCM within 45 days, please contact the Managed Care Division at 458-2102.

3. How do I get an Appointment with my Primary Care Manager (PCM)?

You may schedule an appointment with your PCM by calling (580) 458-2000 and selecting Option 3, from 0700-1600. For 24 hour access to scheduling primary care appointments, we also encourage you to log on to www.tricareonline.com.

4. My Primary Care Manager has written a referral for me to see a Specialist. How do I get an appointment?

If your PCM has referred you for Specialty Care, please be sure all your questions have been answered as to why you are being referred before you leave the clinic. If the Specialty Care your PCM has ordered is available at RACH, the Referral Management Center (located in the TRICARE Service Center) will work with you to set up the appointment within the time frame your PCM has requested. If the Referral Management Center has not contacted you within 10 days, for routine appointments, please call them at (580) 458-2000, Option 5.

Sometimes RACH does not provide the services you need, or we are not able to obtain an appointment in the required timeframe. In such cases, the specialty request will be sent to Humana Military Healthcare Services for authorization and referral to a civilian provider. You

should receive a letter from Humana within 10 working days. *Anytime you are visiting the hospital, please verify that your contact information is up to date in the hospital's computer system to be sure you get your authorization letter.* The letter you receive will recommend a particular specialty provider, give you their phone number to call to book your appointment and include details on how many visits have been authorized. If you need assistance with scheduling your civilian appointment, please call one of the staff at the Referral Management Center (458-2000, option 5).

5. What do I do if I have a medical problem after hours? How do I reach my Primary Care Manager?

If you have an emergent need, please go to the nearest emergency room to receive care. If emergent care is received at a civilian emergency room, please notify the Referral Management Center of this emergency care within 24 hours so authorization for payment can be made. Do not seek authorization until after you have received emergency care.

For non-emergent (urgent) medical needs after hours, you may contact the on-call PCM by calling the hospital's answering service at 458-2000, or toll free at 1-866-207-7603. Please select the prompt after hearing the message, "If you need to speak to the on-call physician, or if you're traveling and need urgent authorization, press 2". The on-call PCM may give you advice over the phone that allows you to wait until the next day for a regular clinic appointment. If your need is more urgent they will direct you to be seen at the RACH Emergency Room.

6. What do I do if I am traveling out of the area and need authorization for medical care?

If you have an emergent need, please go to the nearest emergency room to receive care. If emergent care is received at a civilian emergency room, please notify the Referral Management Center of this emergency care within 24 hours so authorization for payment can be made. Do not seek authorization until after you have received emergency care.

If you have a medical problem that is non-emergent you may speak to one of the nurses in the Referral Management Center during normal business hours for direction of care. The RACH toll free number is 1-866-207-7603, Option 5. They can give you advice on whether or

not you should see a provider while you are traveling or wait until you return home. If urgent care is approved they will enter a referral that will be sent to Humana Military Healthcare Services for authorization. If you need assistance with finding a network provider for this approved urgent care, please call Humana (TRICARE) at 1-800-444-5445. For an after-hours authorization, please contact the on-call PCM by using the after hours process described in Question 5, utilizing the toll free number.

7. Where is Sick Call?

Reynolds Army Community Hospital currently operates under a system that allows for same day appointments for most conditions. We encourage all soldiers to call 458-2000, select Option 3 to make a same day appointment with your Primary Care Manager. This will allow you to be seen by your physician who can provide improved continuity of your healthcare. For those who do wish to use sick call:

- Permanent party soldiers may go to sick call at Red Leg Clinic located in the hospital mall area.
- Aviation sick call is conducted at the physical exam clinic.
- All soldiers in need of sick call on *weekends* should report to the Bleak Troop Medical Clinic from 0700-0800 Saturday and Sunday with a DD Form 689 (Sick Call Slip) from their unit. The TMC is located next to Gunner's Inn.

8. How do I receive Pregnancy Testing?

If you think that you are pregnant, you can walk-in to the OB/GYN clinic to request a formal pregnancy test. Walk-in hours are 0730 to 1200, and 1300 to 1600 Monday through Friday. A nurse from the OB Clinic will call you within 24 hours with your results.

9. What is the process for a medical evaluation board?

The Primary Care doctor recommends possible medical board evaluation. The soldier is referred to and evaluated by the Medical Board Physician who initiates a permanent profile as necessary. After the profile is issued, the soldier reports to Patient Affairs, Medical Board Section where a briefing and appointments for Phase I and II of a physical exam are scheduled. A medical board packet is prepared by the soldier's command and submitted to the Medical Board section within seven days. The soldier's packet is forwarded to the Physical Evaluation Board for a final decision. Once results are received, the soldier is counseled on his elective options.

Chapter 2: Primary Care Services

Primary Care Services are composed of clinics that provide comprehensive medical care. All clinics operate under the daily operating hours of the hospital from 0730 to 1630, unless noted otherwise.

Your PCM will be located in one of the following clinics:

Family Practice Clinics 1 and 2: The family practice clinics are designed to provide services for same day illnesses, routine appointments, routine follow-ups and wellness exams.



Internal Medicine Clinic: The Internal Medicine clinic is designed for patients 17 and older. Internal Medicine also takes referrals from other physicians to evaluate patients and/or perform selected procedures. EKGs are performed in this clinic.

Pediatrics: The pediatric clinic is designed for patients from birth to 16 years of age. The Pediatric clinic also takes referrals from other physicians to evaluate patients and/or perform selected procedures.

Red Leg Clinic: Red Leg Clinic provides sick call services to all active duty soldiers during the hours of 0600-0730. Monday through Friday. Soldiers assigned to III Corps Field Artillery units have their PCM in the Red Leg Clinic.

Additional Clinics:

Allergy and Immunization Clinic: Immunizations are available on a walk-in basis during the hours of 0730-1200, 1300-1600 Monday-Friday. Flu shots will be issued when vaccines become available. Soldiers must bring their medical records, yellow shot record, and ID tags. Other patients must bring their health records. Immunotherapy hours are Monday 0730-1130, Tuesday 1300-1530, Wednesday 0730-1130, Thursday 0730-1130 and Friday 1300-1530.

Bleak Troop Medical Clinic: This clinic is for use by Initial Entry Training and Advanced Individual Training soldiers.

Drug Therapy Monitoring Clinic (DTMC): The DTMC, staffed by clinical pharmacists, provides detailed education and drug therapy management for patients with diabetes, high cholesterol, high blood pressure and asthma. In addition, patients requiring anticoagulation are also followed. Patient visits to the DTMC are initiated by a PCM referral only. Hours of operation are Monday through Friday 0800-1700. The DTMC also does medication reviews for patients.

Emergency Room: The Emergency Room/ EMS (Emergency

Medicine Services) is designed and staffed to provide emergency medical care. The Emergency Room is not a substitute for sick call or routine health care needs. Patients are encouraged to call Central Appointments at 458-2000 to schedule a same day appointment for health conditions that ARE NOT threatening to life, limb or eyesight.

Physical Exams: Aviation sick call is conducted at the Physical Exam clinic. Periodic, retirement and separation physicals are conducted at the Physical Exams Clinic. Phase 1 of a physical is scheduled by directly calling the Physical Exams clinic at 458-2822. Chapter physicals are scheduled by the Commander or First Sergeant. During the Phase 1 part of the physical, Phase 2 will be scheduled. Military physicals are for all Army components: Active Duty, National Guard and Army Reserves.

Chapter 3: Specialty and Ancillary Care Services

Access to specialty and ancillary care services require a referral or provider order. All clinics are open from 0730 to 1630, unless otherwise noted.

Audiology Clinic: Soldiers in need of a hearing test should coordinate with their unit Hearing Conservation Officer to schedule an appointment. Results are provided on a same day basis. Soldiers with severe ear pain should utilize sick call, call their PCM, or go to the emergency room.

Chiropractic Clinic: Chiropractic services are limited to Active Duty soldiers only, by mandate from the Department of Defense. Care is provided through a referral from your Primary Care Manager. The clinic is located on the first floor of the hospital by the West entrance, inside the Physical Therapy Clinic. Care is available Monday through Friday 0730-1530 and Thursday 0730-1430.

Dermatology Clinic: Reynolds Army Community Hospital offers full medical and surgical dermatologic services. The clinic is staffed by a residency trained military dermatologist and technician. The clinic is well equipped to provide diagnosis and treatment for both malignant and non-malignant conditions of the skin.

General Surgery Service: The general surgery service provides comprehensive care, from pre-operative evaluation, operation and post-operative care for a number of disease processes to include but not limited to breast disorders, endocrine disorders, abdominal disorders, hernias, pancreatic disorders, pediatric surgery, gastric bypass and surgical

endoscopy.

Neurology Clinic: The neurology clinic provides comprehensive, non-surgical treatment of diseases and disorders of the central and peripheral nervous systems.

OB/GYN Clinic: OB/GYN Care is provided by a Physician or Advanced Nurse Practitioner. These clinicians provide one on one counseling for pregnant moms and comprehensive women's healthcare services. Active Duty sick call for OB patients is from 0730 to 0815 Monday through Friday.

Occupational Therapy Clinic: Occupational therapy is a rehabilitative service encompassing screening, evaluating, treatment and education of persons who suffer from orthopedic problems, neurological conditions, and physical or psychological dysfunction relating to general and surgical conditions. Services provided include clinical assessment and treatment, life skills training, and therapeutic exercise. Clinic hours for patient care are Monday through Friday 0730-1130 and 1300-1630. Walk-in hours for referred patients are 1100-1200.

Ophthalmology Clinic: Ophthalmologists provide a broad spectrum of eye care from routine examinations to general medical eye care and surgical procedures to include cataract surgery. When complex or unusually serious eye diseases are encountered, the ophthalmologist works with TRICARE sub-specialists in ophthalmology located in the greater Oklahoma City region to provide the best care possible for our patients.

Optometry Clinic: Active duty soldiers can self-refer for routine eye exams. Glasses take 3 to 4 weeks to produce. This clinic does not provide initial fittings for contact lenses, but will renew contact lens prescriptions. Corrective laser surgery is not offered. Information about self-referral to a network optometrist for family members can be obtained at the clinic or the TRICARE Service Center.

Oral Surgery: The oral surgery clinic provides surgical correction of developmental jaw deformities for Active Duty soldiers. Surgeries include but are not limited to head and neck trauma management, facial reconstruction, dental and facial implants.

Orthopedics/Podiatry Clinic: This clinic provides care for routine orthopedics, general podiatry, sports medicine, casting, acute trauma and emergencies. The Orthopedics/Podiatry Clinic also provides operative care for knees, shoulders, hands and feet, hips, skin, soft tissue and orthopedic injuries.

Otolaryngology/Head and Neck: The Otolaryngology/Head and Neck Service provides medical and surgical treatment for patients with diseases and disorders of the ear, nose, throat and related structures of the head and neck. Commonly referred to

as the ENT service, the otolaryngologist's special skills include diagnosing and managing diseases of the sinuses, larynx (voice box) oral cavity, and upper pharynx (mouth and throat) as well as structures of the neck and face, such as the thyroid and parathyroid glands. Facial reconstructive surgery and the repair of facial bone structures are also performed.

Pharmacy: The RACH Pharmacy provides comprehensive pharmaceutical services to all eligible inpatients and outpatients. There are two facilities that dispense medications to our patients: The Main Pharmacy, located just inside the hospital's clinic entrance, and the Refill Pharmacy, or "Pharmissary", located adjacent to the Fort Sill Commissary. Only prescription refills are dispensed at the Pharmissary. The Main Pharmacy is open from 0800-1800 Monday – Friday, and 0900-1500 on Saturday. The Pharmissary is open weekdays 0900-1800. For convenience, prescription refills, for those medications initially filled at RACH, can be phoned in by dialing (580) 458-2442/2443. A list of medications stocked at the RACH Pharmacy can be found by accessing www.rach.army.mil and selecting the "Pharmacy Formulary" tab. To speak with a pharmacy representative at the Main or Refill Pharmacy, please call (580) 458-2442/2443.

Physical Therapy Clinic: The physical therapy clinic provides the following services: rehabilitation, pre and post operation physical therapy, and therapeutic evaluation. Walk-in hours for referred patients are Monday through Friday starting at 0730. Clinic hours are 0730 to 1530.

Preventive Medicine: The Preventive Medicine clinic conducts many regular classes on an "as needed" basis including reproductive health, tobacco cessation, men's health, personal hygiene and classes for hot and cold weather injuries. All classes are open to soldiers and their families. Soldier appointments and classes can be conducted at the individual unit. For more information, please call 442-2061.



Radiology: Radiology provides routine X-rays and examinations as ordered by a provider. The following examinations are conducted by appointment only: Mammograms, Ultrasound and CT Scans.

Respiratory Therapy: The respiratory therapy clinic provides several types of tests including Pulmonary Function Tests (PFT), exercise challenge tests, home oxygen studies and saturation studies.

Specimen Collection Clinic: Primary services provided by the Specimen Collection Clinic are blood draws and urine samples. The hours of operation are 0700-1630. Patients must contact their provider for all test results.

Urology Clinic: The urology clinic provides comprehensive examination, diagnosis and treatment of urologic conditions.

Chapter 4: Behavioral Health and Chaplain Services

Community Mental Health Services (CMHS): CMHS provides services to Active Duty service members only. Soldiers can self refer to this clinic. Individual therapy and Post Traumatic Stress Disorder (PTSD) counseling are available to others on a case-by-case basis. Family members and retirees are seen on an emergent basis. CMHS Phone Number is 442-4833.

Social Work Services (SWS): SWS provides guidance to families for promoting healthy relationships. Soldiers can self refer to this clinic. Individual and group therapy are also provided. SWS Clinic hours are from 0730 to 1630 Monday to Friday. SWS Phone Number is 442-4351 and 442-4352.

Care Managers: The care manager is a licensed clinical social worker and a first line help agent for soldiers and their families. The care manager helps those about to deploy, those who have deployed, and the families of deploying soldiers. In addition to screening soldiers and directing the level of care, care managers perform crisis intervention and assist the Chaplain at reunion briefings. Hours are Monday through Friday 0730-1630 on a referral or walk-in basis. Care managers are available to speak to Family Readiness Groups and/or individual units after hours. For further information call 458-3155 or 458-3156.

Army Substance Abuse Program (ASAP): The RACH ASAP clinic is located on Koehler Loop Road in Bldg 3445. Drug and substance abuse counseling and treatment are available for Active Duty service members only. Self-referrals and Command referrals require a DA Form 8003. Walk-ins are accepted during clinic hours on an emergency basis - appointments start at 0800. The type of treatment is determined on a case-by-case basis. Soldiers and civilians needing a urinalysis or a drug screen need to go to the Post ASAP building on Craig Road, building 2870. ASAP provides education programs for new commands and new soldiers including prevention education. ASAP staff members are able to give classes at the individual unit if needed. Hours of operation are Monday through Friday 0730 to 1630. For more information please call 442-4205/6069.



Chaplain Services: The Chaplain and PASTORAL CARE are available 24 hours a day to soldiers and their loved ones. Protestant worship is every Tuesday at 1145 at the Hospital Chapel. The Chapel and adjoining Meditation Room are open 24 hours a day. The Chapel is near the South Entrance of the Hospital. All denominations are welcome. The Chaplain's office may be reached by calling 458- 2615.

Chapter 5: Inpatient Services

2 West: 2W is a 24 Hour medical/surgical/pediatric ward. The visiting hours are 1000 to 2000 daily. Visitors must first check in at the Nurses' station. The phone number is 458-2605.

Intensive Care Unit: The ICU is for pediatric and adult care for those with complex medical/surgical needs. The visiting hours are from 1000 to 2000 daily. Visitors must first check in at the Nurses' station before visiting the ICU. The phone number is 458-2600.

Clinical Dietetics Branch: Services performed include inpatient nutrition screening, meal service and dietetic counseling.



Maternal Child Unit: RACH's Maternal Child Unit (MCU) offers 12 newly renovated Labor, Delivery, Recovery, Post-Partum (LDRP) Suites. This style of obstetrical care allows the patient to labor, deliver, recover and room-in, all in the same room. The MCU staff is highly trained and qualified to provide the best family-centered care in Southwest Oklahoma. To schedule a tour of the Maternal Child Unit, call 458-2662.

RACH's MCU offers FREE prenatal classes every Tuesday from 1800-2000. In these prenatal classes, the expectant parents learn everything from prenatal nutrition to newborn care. Breathing techniques are incorporated into each class allowing for adequate practice and instruction. RACH also offers a FREE Breastfeeding class once a month for those mothers choosing to breastfeed. In the class the expectant mother learns the basic physiology of nursing and what to expect while breastfeeding. Call 458-2662 to schedule the classes.

Reynolds Army Community Hospital is committed to providing outstanding, family-centered and safe maternity care for all of our patients. We are professional health care providers who understand the unique needs of our military families, especially in today's climate of increasing deployments. We offer one-on-one counseling and instruction, a high level of security, a gift pack and a baby's ultrasound picture on a compact disc. We have a highly trained, dedicated professional staff who are "Proudly Delivering America's Future".

The Maternal Child Unit visiting hours are from 1000 to 2000 daily. Fathers or support persons may stay 24 hours. Visitors must first check in at the Nurses' station before visiting the MCU. The phone number is 458-2662.

Chapter 6: Additional Services

American Red Cross Volunteers are welcome members of the RACH Team. They are placed in various areas of the hospital and dental clinics. Interested individuals should phone the American Red Cross at 458-2132/ 3144 or visit us in the hospital on 3 West. Some prerequisites for volunteering include a 3-hour orientation to the Red Cross and MEDDAC, a health screening and completion of HIPPA training. In addition to an adult volunteer program, VolunTEENs (ages 14-18 years) provide service at RACH and other areas on post during the summer program. You may speak with the Red Cross staff on the third floor of the hospital or by calling 458-2132.



Dental Sick Call: The Hospital Dental Sick Call is from 0700 to 0900 Monday through Friday. Scheduled appointments start at 0930. Outlying Clinics also conduct Dental Sick Call. Cowan and Allen Dental Clinic hold sick call from 0700 to 0900 Monday through Friday. The Cowan Dental Clinic Phone number is 442-2991. The Allen Dental Clinic phone number is 442-6106.

Exceptional Family Member Program: The Exceptional Family Member Program (EFMP) is a mandatory enrollment program for active duty families with special needs. The EFMP provides comprehensive and coordinated medical, educational, housing, community support and personnel services. Some examples of exceptional family members include those with asthma, behavioral health needs, ADD/ADHD, and chronic medical problems. EFMP files need to be updated and validated every 3 years. A 9-minute video highlighting EFMP services is available upon request on the third floor of the hospital. For more information contact EFMP 458-3460.

Nutrition Division Classes: The following classes are held in the Nutrition Outpatient Clinic on the third floor of the hospital. Attendance for the “WEIGH-TO-STAY” class is on an appointment basis only. Both Active Duty and National Guard are welcome to attend. “WEIGH-TO-STAY” is a two-part class with follow-ups at 1015 on Tuesdays: call 458-2152 for more information.

The “NUTRITION SERIES” is held on the first and third Fridays of the month both for retirees and family members 18 and up. The second part of “NUTRITION SERIES” is on Fridays at 1100.

The “DIABETES CLASS” is for newly diagnosed and previously diagnosed diabetes patients. Bring both a glucometer and a list of current medications taken for the class held the first and second Tuesday every month at the Nutrition Outpatient Clinic.

The “CHOLESTEROL CLASS” is done by appointment or consults on the third Thursday of every month at 1000.

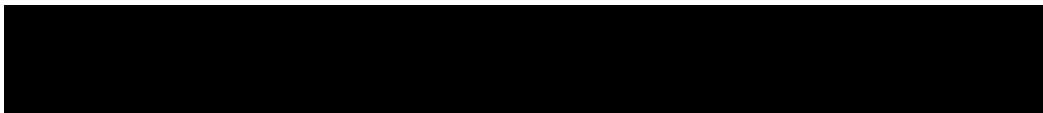
Patients with High Cholesterol or in need of Cholesterol maintenance are encouraged to attend.

The DINING FACILITY is located on the first floor of the hospital. Hours of operation Monday thru Friday are as follows: full service breakfast is from 0600 to 0800 and continental breakfast is from 0800 to 1000. Full service lunch is reserved for hospital staff and patients only from 1100 to 1200. Full service is open to all customers from 1200 to 1300. The Grab and Go lunch hours are from 1100-1400 and self-service is from 1300 to 1500.

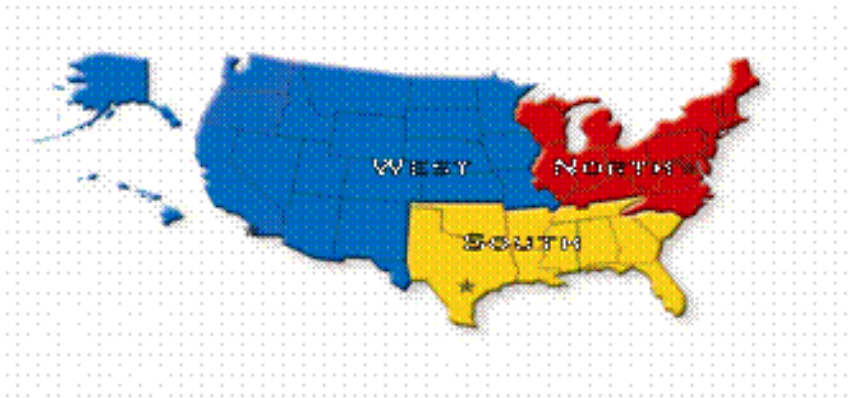
Operation Wheels "Operation Wheels" is a unique service of the Armed Services YMCA. FREE TRANSPORTATION for necessary services such as medical appointments, dental appointments, SJA/ legal appointments and commissary trips. Reservations must be made 24 hours in advance and junior enlisted soldiers have priority. Call 355-5520 in advance.

Women, Infant and Children Program: The WIC Program is a nutrition and education program based on income level and for children under the age of 5. There are two WIC offices in the greater Lawton/ Fort Sill area: the Fort Sill Satellite Office located across from Reynolds Army Community Hospital at 4700 Mow-Way Road and the Lawton Office located inside the Comanche County Health Dept, 1010 South Sheridan Road. The Fort Sill Office is open on Tuesday and Friday from 0800-1600 and the Comanche County Office is open Monday-Friday 0800-1600.

Chapter 7- TRICARE Services



TRICARE is the healthcare program for active duty and retired service personnel, their eligible family members and survivors. TRICARE combines both military and civilian services to deliver the highest quality healthcare. RACH is in the TRICARE South Region.



The DOD has selected Humana Military Healthcare Services, Inc (Humana Military) to administer the TRICARE program for more than 2.7 million beneficiaries in the TRICARE South Region. Humana Military is committed to preserving the integrity, flexibility, and durability of the Military Health System (MHS). Part of our commitment to you involves being there when and where you need us. We hope that our three-part approach to serving you will do just that.

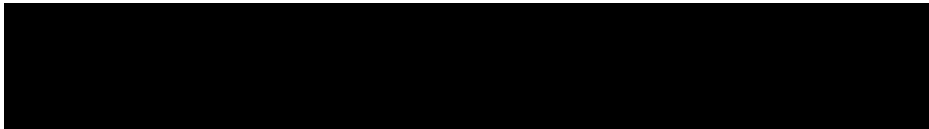
Access information at www.humana-military.com; reach us by phone at 1-800-444-5445, or visit the TRICARE Service Center located on the first floor of Reynolds Army Community

Hospital, near the south entrance.



Humana Military Audio Library

Humana Military provides a toll-free telephone access audio library that is available 24 hours a day, seven days a week. The audio library provides high quality health information on pertinent health topics such as asthma, arthritis, allergy, children's health, cancer, diabetes, men's health, women's health, common illnesses and common symptoms. The audio library can be accessed by dialing 1-877-217-7946. An interactive voice response system will assist you in selecting a health education audio reference category. Once you select a category, you will be given a list of topics to choose from.



It is important that DEERS records get updated when personal eligibility information changes. This includes changes in military career status; addresses; and family status (marriage, divorce, birth, and adoption) etc. Beneficiaries may update their DEERS address, telephone number, and e-mail in several ways:

- Visit the DEERS web site, www.dmdc.osd.mil - **this is the quick and easy way to update your information**. The best time to update is during non-peak hours!
- Visit a local personnel office that has a uniformed services ID card facility. To locate the nearest ID card facility, visit www.dmdc.osd.mil/rsl/. Call ahead for hours of operation and for instructions if you are updating a record for someone who is housebound.
- Fax address changes to 1-831-655-8317.
- Call the DSO Telephone Center at 1-800-538-9552 or for the Deaf (TTY/TDD): 1-866-363-2883. Hours of Operation: Monday through Friday, 6 a.m. to 3:30 p.m. (Pacific Time), except Federal holidays.
- Mail the changed information to the DSO, ATTN: COA, 400 Gigling Road, Seaside, California 93955-6771.



TRICARE chose Express Scripts to provide your retail and mail order pharmacy services. Express Scripts is proud to be your prescription drug benefit provider and looks forward to serving your pharmacy needs.

Now Effective: DoD TRICARE Retail Pharmacy (TRRx) Program the TRRx program officially began on 1 June 2004. This program allows you to fill your prescriptions using network retail pharmacies. The pharmacist fills your prescription for up to a 30-day supply, and you pay a co-payment of \$3 for generic drugs and \$9 for brand-name drugs. To find a retail network pharmacy near you, visit this website:

www.member.express-scripts.com/pharmacyLocator/

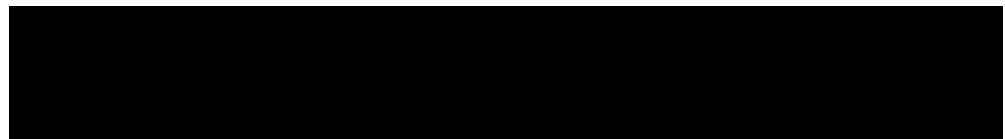
If you have a question about the DoD TRICARE Retail Pharmacy (TRRx) Program, please call the numbers below for fast and friendly assistance. Customer service representatives are available 24 hours a day, 7 days a week.

Within the United States: Toll-Free, 1.866.DOD.TRRX (1.866.363.8779)

Outside the United States Toll-Free, 1.866.DOD.TRRX (1.866.363.8779)

TDD Calls for the Hearing Impaired: Toll-Free, 1.877.540.6261

DoD TRICARE Mail Order Pharmacy (TMOP) Program. With TMOP, you can receive up to a 90-day supply for most medications you take regularly (for instance, drugs for high blood pressure, asthma, or oral contraceptives). You can save up to 66% over retail costs because your co-payment for a 90-day supply is the same as for a 30-day supply at a retail pharmacy. Access TMOP by logging on to www.express-scripts.com.



TRICARE currently offers two dental programs to meet the needs of its beneficiary population:



TRICARE Dental Program. The TRICARE Dental Program (TDP) is offered by the

Department of Defense (DoD) through the TRICARE Management Activity (TMA). United Concordia Companies, Inc., administers and underwrites the TDP for the TMA. The TDP is a high-quality, cost-effective dental care benefit for eligible family members of all active duty uniformed services personnel; as well as members of the Selected Reserve and Individual Ready Reserve (IRR) and their eligible family members.

Enrollment

If you want to enroll in the TDP, you can get an enrollment application by calling UCCI at 1-888-622-2256. Or, you can contact your nearest TRICARE Service Centers, a military dental treatment facility, or a uniformed services personnel office. Enrollment applications are also available on-line, at www.ucci.com.



TRICARE Retiree Dental Program. The TRICARE Retiree Dental Program (TRDP) is offered by the Department of Defense (DoD) through the TRICARE Management Activity (TMA). The Federal Services division of Delta Dental Plan of California, located in Sacramento, California, administers and underwrites the TRDP for the TMA. The TRDP offers comprehensive, cost-effective dental coverage for uniformed services retirees and their eligible family members.

Enrollment

Uniformed service retirees and their family members are offered dental benefits through voluntary enrollment in the TRICARE Retiree Dental Program (TRDP). There are three ways to enroll in the TRDP:

1. Complete and return an enrollment application with your check, money order or credit card payment information to Delta at: Delta Dental Plan of California, Federal Services, P.O. Box 537008, Sacramento, CA 95853-7008.
2. Enroll online with acceptable credit cards at www.trdp.org.
3. Call toll-free at 1-(888) 838-8737 between 6 a.m. and 6 p.m. Pacific Time, Monday through Friday and enroll over the phone using acceptable credit cards.

TRICARE Online

What is TRICARE Online? TRICARE Online (TOL) is a Department of Defense computer system that allows TRICARE Prime and Plus beneficiaries the option to book same day and follow-up appointments for primary care appointments only through the internet. It also provides access to an on-line drug interaction checker, a tool to create a personal journal, and access to valuable TRICARE related information.

TRICARE Online is available to all beneficiaries who are enrolled to Reynolds Army Community Hospital. The Fort Sill Community has healthcare that is portable, universal and more importantly, secure and private. Beneficiaries can now access appointments anytime, anywhere from any laptop or Personal Computer.

How do beneficiaries get started using TOL? To get started go to www.tricareonline.com, and follow the easy on-line instructions to register. Once you are logged in you'll be able to click on "appointments" and make your choice with either your Primary Care Manager or a member of their team.

Key Telephone Numbers

Hospital	
Information.....	458-2800
Primary Care Appointments	
.....	458-2000
Out-Of-Town Urgent Care Authorization.....	1-866-207-7603
TRICARE Information	
(Including Provider Locator Service.....	1-800-444-5445
Pharmacy Automated	
Services.....	458-2442
Main	
Pharmacy.....	458-2443
Pharmissary.....	442-2013
Emergency	
Room.....	458-2770
Poison Control.....	1-800-222-1222
DEERS.....	1-800-538-9552
Labor and Delivery /MCU.....	458-2660/2663

*** In case of emergency dial 911 or go to the nearest Medical Facility**



The proponent for this Healthcare Guide is the Clinical Operations Directorate.
Comments may be sent to john.schafer@amedd.army.mil.